

CLAIMS

I Claim:

- 1) A modular system architecture for a process stream, the process stream having
means operatively disposed therein for communicating with at least one computer
5 or database engaged in management of workload distribution, the management of
workload distribution generating historical work transactional data, comprising:
 - a) a Data Import Module receiving the generated work transactional data;
 - b) said Data Import Module transforming the generated work transactional
data into at least one Workload Volume;
 - c) 10 a Forecast Module in communication with said Data Import Module, said
Forecast Module transforming said Workload Volume into a Forecast
Transaction;
 - d) 15 a Staffing Requirements Module in communication with said Forecast
Module, said Staffing Requirements Module transforming said Forecast
Transaction into at least one Staffing Requirements;
 - e) a Scheduling Module in communication with said Staffing Requirements
Module, said Scheduling Module transforming Staffing Requirements
into a selected Schedule;
whereby the process stream providing said selected Schedule of workload
20 distribution via the transformed Staffing.

- 2) The modular system architecture for a process stream of Claim 1, wherein said Data Import Model receiving historical work transactional data.
- 3) The modular system architecture for a process stream of Claim 2, wherein said Data Import Model receiving queued work transactional data.
- 5 4) The modular system architecture for a process stream of Claim 3, wherein said Workload Volume is an actual historical Workload Volume.
- 5) The modular system architecture for a process stream of Claim 4, wherein said Workload Volume is a special events Workload Volume.
- 6) The modular system architecture for a process stream of Claim 5, wherein said Data Import Module transforming the generated work transactional data into at least one Workload Volume via a Selected Conditions Calendar function.
- 10 7) The modular system architecture for a process stream of Claim 6, wherein said Selected Conditions Calendar function parses said Workload Volume into selected groups representing specific types of data.
- 15 8) The modular system architecture for a process stream of Claim 7, wherein said groups representing specific types of data are Daily Value, Time Series Value and Consolidated Value.
- 9) The modular system architecture for a process stream of Claim 8, wherein said Forecast Module transforming said Workload Volume via a Search Algorithm function.

- 10) The modular system architecture for a process stream of Claim 9, wherein said Search Algorithm function receiving selected conditions defining a search criteria, said Search Algorithm resolving the transformation of said Workload Volume via said search criteria.
- 5 11) The modular system architecture for a process stream of Claim 10, wherein said Forecast Transaction is a Forecasted Workload Volume derived from actual historical transactional data.
- 10 12) The modular system architecture for a process stream of Claim 11, wherein said Forecast Transaction is a Forecasted Workload Volume derived from queued historical transactional data.
- 15 13) The modular system architecture for a process stream of Claim 12, wherein said Forecast Transaction is a Forecasted Workload Volume derived from a Selected Scenario function, said Selected Scenario function is derivable from actual historical transactional data.
- 20 14) The modular system architecture for a process stream of Claim 13, wherein said Forecast Transaction is a Forecasted Workload Volume derived from a Selected Scenario function, said Selected Scenario function is derivable from selected special conditions.
- 15) The modular system architecture for a process stream of Claim 14, wherein said Staffing Requirements is derivable from selected Staffing Guides.

16) The modular system architecture for a process stream of Claim 1, further comprising:

- f) a Staffing Requirements Costing Module in communication with said Staffing Requirements Module, said Staffing Requirements Costing Module having a plurality of operational tools to determine the workload cost of said selected Schedule; and
- 5 g) said Staffing Requirements Costing Module's tools selected from a group consisting of Estimating Cost Of A Schedule, Cost Calculation Options, View Schedule Cost and View Workload Cost.

10 17) The modular system architecture for a process stream of Claim 1, further comprising:

- h) a Tool Module in communication with said Scheduling Module, said Tool Module having a plurality of operational tools to generate said selected Schedule; and
- 15 i) said Tool Module's tools selected from a group consisting of Queue Staffing Calculator, Synchronization Tool, Exporting/ Importing Section tool, Database Setup Tool, Global Setup Tool, and Operations Tool.

18) A modular system architecture for a process stream, the process stream having means operatively disposed therein for communicating with at least one computer or database engaged in management of workload distribution, comprising:

- b) a Forecast Module in communication with the database, said Forecast Module importing a selected Actual Historical Workload Volume from the database;
- c) said Forecast Module having data structures transforming said received Actual Historical Workload Volume into a Projected Workload Volume via a selected Scenario;
- d) a Staffing Requirements Module in communication with said Forecast Module, said Staffing Requirements Module transforming said Projected Workload Volume into at least one Staffing Requirements;
- e) a Scheduling Module in communication with said Staffing Requirements Module, said Scheduling Module transforming Staffing Requirements into a selected Schedule;

whereby the process stream providing said selected Schedule of workload distribution derived from said Projected Workload Volume.

19) The modular system architecture for a process stream of Claim 18, wherein said Scenario derived from selected operation characteristics of the process stream.

- 20) The modular system architecture for a process stream of Claim 19, wherein said
operation characteristics of the process stream are selected from a list consisting
of attributes of special events, financial, environmental, political, managerial,
labor force, management of the labor force, availability of the labor force, and
5 scheduling of the labor force.

21) A modular system architecture for a process stream, the process stream having means operatively disposed therein for communicating with at least one computer or database engaged in management of workload distribution, comprising:

- a) a Forecast Module in communication with the database, said Forecast Module importing a selected Special Events Workload Volume from the database;
- b) said Forecast Module having data structures transforming said received Special Events Workload Volume into a Projected Workload Volume via a selected Scenario;
- c) a Staffing Requirements Module in communication with said Forecast Module, said Staffing Requirements Module transforming said Projected Workload Volume into at least one Staffing Requirements;
- d) a Scheduling Module in communication with said Staffing Requirements Module, said Scheduling Module transforming Staffing Requirements into a selected Schedule;

whereby the process stream providing said selected Schedule of workload distribution derived from said Projected Workload Volume.

- 22) The modular system architecture for a process stream of Claim 21, wherein said Scenario derived from selected special events of the process stream.

- 23) The modular system architecture for a process stream of Claim 22, wherein said special events of the process stream are calendar driven.
- 24) The modular system architecture for a process stream of Claim 23, wherein said special events of the process stream are periodic relative a calendar.